

Notice of Withdrawal from the Contract

1. You may withdraw from the distance sales contract for goods without giving any reason, by submitting a relevant statement within 14 days, counting from the day of the delivery of the goods, i.e., from the day you or a third party other than the carrier and indicated by you, enters into physical possession of the goods.
2. To meet this deadline, it is sufficient to send the statement before the deadline expires. A template of the statement of withdrawal from the contract is included in this document.
3. In the event of withdrawal from the contract, you are obliged to return the purchased goods immediately, but no later than 14 days from the day you withdrew from the contract, unless we propose to collect the goods ourselves. To meet the deadline, it is sufficient to send the goods back before the deadline expires.
4. The right to withdraw from the contract is not granted in cases specified in Article 38 of the Polish Consumer Rights Act (*Ustawa o prawach konsumenta*), including, in particular, when the subject of the service is:
 1. a non-prefabricated item, manufactured according to the buyer's specifications or serving to satisfy their individual needs.
5. You bear only the direct costs of returning the goods in an amount equal to the fee for sending the parcel by courier or using another means chosen by you.
6. All payments made by you, including delivery costs (with the exception of additional costs resulting from your choice of a delivery method other than the cheapest ordinary delivery method available in the store), will be refunded by us within 14 days from the date of receipt of the statement of withdrawal from the contract. We may withhold the refund of payments until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.
7. Payments will be refunded using the same method you used, unless you have expressly agreed otherwise, and provided that this does not involve any costs for you.
8. You are responsible for any diminished value of the goods resulting from the handling of the goods other than what is necessary to establish the nature, characteristics and functioning of the goods (e.g. installation, operation). A deduction for the diminished value may be made from the payment refunded to you.
9. You can send the goods to us on your own or use the services of our courier (a paid service - the cost will be provided by email) to the address: *QRP Automotive SP. Z O.O.*, Bratnia 8, PL-56-400 Oleśnica. The option to use our return courier service is not available to customers from Great Britain, who must arrange the return of the goods at their own expense.
10. In case of additional questions, please contact us:
 1. via e-mail: info@turbochargers-shop.com,
 2. via the contact form available on our website,
 3. by phone: +48 532 722 150 (telephone service is available in Polish (preferred language of communication) and English),
 4. by mail to the address: *QRP Automotive SP. Z O.O.*, Bratnia 8, PL-56-400 Oleśnica.

Contract Withdrawal Form (Return)

I hereby inform you that I withdraw from the distance sales contract.

.....
(Order number)

.....
(Name and Surname)

.....
(E-mail)

.....
(Phone number)

.....
(Address)

Name of the returned product	Code of the returned product	Quantity

Providing the reason for return is voluntary, but it will help us improve quality and service (mark X):

- cancellation of purchase,
- incorrect part selection,
- other:

All payments will be refunded using the same method you used. Please provide your bank account number only if you paid cash on delivery or want to receive the refund to an account other than the one from which the original payment was made. In the case of a foreign bank account number (outside of Poland), please provide the IBAN number and the BIC / SWIFT code.

.....
(Bank account number to which the refund will be made)

.....
(Date and Signature)

Exchange Form

To exchange the goods for another, please follow the instructions below.

1. Inform us by email about the incorrect product selection and your wish for an exchange.
2. We await the return of the goods along with the completed forms (Exchange Form and Return Form). You can send the goods to us on your own or use the services of our courier (a paid service - the cost will be provided by email) to the address: *QRP Automotive SP. Z O.O.*, Bratnia 8, PL-56-400 Oleśnica. The option to use our return courier service is not available to customers from Great Britain, who must arrange the return of the goods at their own expense.
3. If you need the correct product quickly, you can purchase it* separately now. If you choose this, please enter the new order number below.
4. After receiving the goods returned by you, we initiate the refund process. If you have not yet purchased the correct product, you can opt for a full refund and a separate purchase of the new product, or settlement of the new order with the original one (we then settle the difference - if one exists).
5. We will update you on the progress and final settlement via email.

What products do you want to return?

Name of the returned product	Code of the returned product	Quantity

Which products do you want to exchange for?

Name of the new product**	Code of the new product**	Quantity**

Purchase of the correct product (mark X):

- during the return process (separate purchase),
- after refund of funds for the original order,
- settlement of the new order with the original one.

.....
 (New order number)**

.....
 (Date and Signature)

*In the event of the correct product being out of stock in our store, we will propose an individual delivery date or a refund of funds for the incorrectly purchased product.

**You only fill this in if you purchase the correct product during the return process of the original order.